1	UNIT	ED STATES DISTRICT COURT	r	1		CONTENTS	
2	DISTRICT OF SOUTH DAKOTA NORTHERN DIVISION			2		WITNESSES	
3	STOLD DUDAL WA	TED SYSTEM THE 2		3			PAGE
4	SIOUX RURAL WATER SYSTEM, INC., a Non-Profit Corporation,		4	STE			
5		Plaintiff,	Civil No. 15-1023	5		Examination by Mr. Cole	4
6	vs.		13-1023	6			
7	CITY OF WATERT	ONN, a South Dakota		7			
8	7 CITY OF WATERTOWN, a South Dakota MUNICIPAL UTILITIES, an agency of the CITY OF WATERTOWN,			8		EXHIBITS	
9	the CIT OF WA	Defendants.		9	D417077 110	DEGEOTORIUM .	
10		berendancs.		10	EXHIBIT NO.	DESCRIPTION	MARKED
11				11		-111	
12				12	6	Technical Memorandum from Steve Burian, PE and Richard Wagner, PE 8/12/2016	4
13				13		8/12/2016 wagner, PE	
14	DE	POSITION OF STEVEN BURIA	N.	14			
15				15			
16				16			
17				17			
18				18			
19	DATE:	Tuesday, September 20,	2016	19			
20	PLACE	AE2S, Inc. 4170 South 28th Avenue Fargo, North Dakota		20			
21		Fargo, North Dakota		21			
22	TIME:	1:51 p.m.		22			
23	REPORTED BY:	Deanna L. Sager, R.P.R	., R.M.R.	23			, 41
24				24			
25				25			
				1			3

1	APPEARANCES	1	PROCEEDINGS		
2	DOD THE DIATHETES	2	(whereupon, the deposition of STEVEN		
3	FOR THE PLAINTIFF:		BURIAN commenced at 1:51 p.m. as follows:)		
4	Zimmer, Duncan and Cole, L.L.P. Attorneys at Law 5000 South Broadband Lane Suite 119 Stoux Falls, South Dakota 57108 By: leff Cole jcole@zdclaw.com	4	(whereupon, Deposition Exhibit No. 6 was marked for identification by the court reporter.)		
5		5			
6		6	STEVEN BURIAN,		
7		7	HAVING BEEN FIRST DULY SWORN TO TESTIFY THE TRUTH,		
8	FOR THE DEFENDANTS:	8	THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH, RELATIVE		
9	Richardson, Wyly, Wise, Sauck & Hieb, LLP	9			
10	Attorneys at Law 1 Court Street P.O. Box 1030	10			
11	Aberdeen, South Dakota 57402	11			
12	By: Jack H. Hieb Jhieb@nwwsh.com Jstucke@nwsh.com	12	the product of the pr		
13	jstucke@nwsh.com	13			
14		14	The second secon		
15					
16		15			
		16	the state of the s		
17		17			
18		18	A. Sure.		
19		19	Q. Steve, if I ask you a question that you		
20			don't understand, I want you to tell me that.		
21		21	Otherwise I'm going to assume that you understood the		
22		22	question. Is that agreeable to you?		
23		23	A. Yes.		
24		24	Q. And I'll try not to speak over you and		
25		25			
		2	4		

Norman E. Mark Court Reporter Service 300 NP Avenue, Fargo, ND 58102 701-235-7571



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1 either, are they?
                                                             1 understand it.
 2
             A. Not that I'm aware of.
                                                                         A.
                                                                              Yes.
 3
             Q. Okay. And these are recommended
                                                             3
                                                                         Q.
                                                                              Go ahead if you want to.
 4
    standards, as I understand it, from just looking at
                                                             4
                                                                         A.
                                                                              For instance, on the treatment plant,
 5
    the cover?
                                                                though, when we looked at that, that large part of
                                                             5
 6
                  Yes.
                                                                the treatment plant capacity was based on DGR's
 7
                 Are you aware of any ruling by any
             0.
                                                                assessment of the treatment plant, and 10 States
 8
    South Dakota regulatory agency that states that the
                                                                Standards were referenced in that case, but it
    10 States Standards are the standard that's to be
 9
                                                                was - the information that we received from DGR was
    used in the construction of facilities in the state
10
                                                                probably more influential in drawing those opinions
11 of South Dakota?
                                                                than 10 States Standards were.
12
             A. No.
                                                            12
                                                                         Q. Let me ask you, do any of your rural
13
             Q.
                 Are you aware of any regulatory
                                                            13
                                                                water customers provide fire protection?
14
    decision by any governmental entity in the state of
                                                            14
                                                                         A. Not directly.
15
    South Dakota that how Sioux Rural Water provides
                                                            15
                                                                         Q.
                                                                              And I understand if they provide water
16
    water is insufficient in any way under South Dakota
                                                            16
                                                                to a municipality that municipality may provide water
17
                                                            17
                                                                protection.
18
             A.
                  No.
                                                            18
                                                                              That wasn't my point in saying not
                                                                         A.
19
             Q. Did you make notes that -- well, strike
                                                            19
                                                                directly.
    that. Let me back up a minute.
20
                                                            20
                                                                         Q. What was your point? I didn't mean to
21
                  You did note in your report some areas
                                                            21
                                                                put words in your mouth.
22
    that you believe that Sioux does not meet the
                                                            22
                                                                         A. We have some rural water districts in
23
    10 States Standards; correct?
                                                            23
                                                                North Dakota that have become heavily urbanized and
24
             A.
                  Yes.
                                                            24
                                                                they've developed cooperative agreements with their
25
                  And that was what you put into your
                                                               adjacent municipalities. And so they may own the
                                                       25
                                                                                                                  27
```

```
opinion in this case.
                                                             1 asset and provide fire protection through that asset,
 2
             A. That was a part of our opinion. We
                                                               but it's all been designed to municipal standards and
 3
    also had the benefit of the DGR analysis which that
                                                                the system is actually operated by the municipality
    was really the first thing we started with was DGR's
                                                                and the fire protection is provided by the
 5
    work. And many of the solutions that DGR drew, in
                                                                municipality. And Cass Rural Water would be a prime
    terms of capacity of different elements, were
                                                                example of that.
                                                             6
 7
    utilized as part of the assessment in addition to the
                                                             7
                                                                         Q.
                                                                             That's the county surrounding the Fargo
    10 States Standards.
 8
                                                             8
                                                                area?
 9
             Q.
                  Okay. But as I looked at the
                                                             9
                                                                         A.
                                                                             Yes.
10
    conclusions in your report and throughout your
                                                            10
                                                                         Q. The typical rural water system does not
    report, you noted that there were insufficient
                                                            11
                                                                provide fire protection; is that fair to say?
12
    capacities in several areas. True?
                                                            12
                                                                         A.
13
             A.
                                                            13
                                                                         Q.
                                                                             And as part of your work with rural
14
             0.
                  And those were based upon failure to
                                                            14
                                                                water systems, typically you don't include design
15
    meet the 10 States Standards.
                                                            15
                                                                that includes fire protection; is that correct?
16
             A. In most cases they were.
                                                            16
                                                                         A.
                                                                             No. Unless we were asked to provide
17
                  Did you make notes of what particular
                                                            17
                                                                that capacity.
18
    section of the 10 States Standards that you found in
                                                           18
                                                                         Q.
                                                                             Okay. And one of the things I noted in
19
    your report Sioux did not meet?
                                                            19
                                                                your opinion, you talk about the inability to provide
20
                I did not. Richard would have to help
             A.
                                                           20
                                                                fire protection by Sioux.
21 with that.
                                                            21
                                                                             MR. HIEB: Can you reference where in
22
             Q. So I guess I just looked at it, and
                                                            22 the opinion?
    there are various sections in these recommended
                                                           23
                                                                         Q.
                                                                             Well, I'm talking about page 13. You
    standards for water works. And he would have the
                                                            24
                                                                say fire flow demands in Table 7?
    specific section that Sioux fell short on as I
                                                            25
                                                                         A. What page are you on, Jeff?
                                                       26
                                                                                                                  28
```

```
1
                Page 13.
             0.
 2
             A. I heard 7. So the reason that we
   Tooked at that was because these systems are
    currently afforded fire protection. That was the
 4
 5
    reason that we looked at that.
 6
             Q. Explain your answer. I don't
 7
    understand it.
 8
            A. All of these users that are
 9
    current - that we currently looked at in the west
10
    side that are served by watertown and served by the
11
    east side currently, are served with fire protection.
12
            Q. Okay. But you know that rural waters
13
    are not required to provide fire protection; correct?
14
                  MR. HIEB: Object to the form of the
15
    question. It calls for a legal conclusion, but go
16
    ahead.
            A. I guess we didn't really look at the
17
18 capacity from that perspective. We looked at it from
    the standpoint that this system was receiving a
19
    domestic service -- these users were receiving
20
    domestic service and they were currently serving fire
    protection. We were very careful to bifurcate our
    analysis so as to not overlap those two things. So
    in the memorandum that we developed we draw
    conclusions on the domestic side. But then, because
                                                          25 something that was done in 1987 under the standards
```

```
1
             A. I can see a point that if we were more
    thorough that would have been something we could have
 3
    added. Or could add.
             Q. Do you know what has been amended or
    changed in the 10 States Standards from 1962 until
    2012?
 7
             A. I don't.
 8
             Q. Is it fair to say that a system, a
 9 water system, that met 10 States Standards in 1987,
10 I'm just picking that as a year, might not meet those
11
    standards today?
12
             A.
                  It's possible I would think.
13
             Q.
                 You didn't do any analysis to determine
    that in this case in coming to your opinions.
14
15
             A. Not at this point.
16
             Q. Now the 10 States Standards are not
17 applied retroactively, are they?
18
             A. Eolain.
19
             Q. Well, if you get a 2012 10 State
20
    Standard -- and I understand, just incidentally, that
21
    they amend them about every five years so we should
22 be coming up on a new one here, but if you have a
23 2012 edition of the 10 States Standards, you don't
24 use those 2012 standards to go back and judge
```

1 they were currently receiving fire flow, we drew 2 separate conclusions on the fire flow without judging 3 who was supposed to be providing that. Q. Okay. If Watertown provides the fire 5 flow as they are now, there's sufficient fire protection for those customers; true? 7 A. Assuming the current service is 8 adequate, yeah. 9 Q. Now these 10 States Standards, just 10 from what I read, looks like they've been amended 11 many times. They were first published in 1962 and amended in 1968, 1976, 1982, 1987, 1992, 1997, 2003, 2007, and 2012. Does that sound right? 13 14 A. 15 0. Which -- in coming to your opinions here in the 10 States Standards, which ones of those did you use in coming to your opinion? 17 18 A.

19

21

22

23

24

A.

0.

your report?

I don't know. Did you use the most current 2012 20 10 States Standard? I don't know. Would it be important to note that in MR. HIEB: Objection. Argumentative, 25 but go ahead, answer.

1 in place at that time, do you? A. I don't mean to pause, but it depends on what we were asked to do. If we were asked to 4 look at the adequacy of that system in terms of 5 regulatory compliance versus looking at the adequacy 6 in current situation, if they were going to move 7 forward we would probably use the current standard 8 because that was the current industry practice. If 9 somebody asked us to say was this okay in 1987, then 10 I would likely go back to the one that was available 11 at the time. Q. Watertown never asked you to do that in 13 this case, did they? A. Not to that level of specificity. You were asked to use the most current Q. 16 2012 standard. A. We weren't asked to use any standard.

We were asked to use our judgment in terms of what the most widely accepted standards were to judge capacity so that all of our analysis would be objective and defendable.

Q. Are the 2012 edition standards the most 22 23 widely accepted ones today? 24

A. That I'm professionally aware of. And so were the 2012 standards the one

30

31

25

12

14

15

17

```
1
             A. If you operate at 400 gallons per
                                                                           Do you agree with that?
                                                                       Q.
 2 minute for either 20 or 24 hours of operation, you
 3 don't get 600,000 gallons per day in either
                                                                           Then on the west side we've already
                                                                      0.
                                                           4 talked about this where capacity appears deficient.
 5
           Q. Do you have any facts that suggest
                                                           5 Are you willing to at least concede that your
 6 because of this deficiency that Sioux hasn't been
                                                           6 analysis might be incorrect now that this
    able to serve any of its existing customers?
                                                           7 improvement's been made?
            A. I don't.
                                                                      A. I don't know.
 9
             Q. Then you've got 450 gallons per minute
                                                          9
                                                                      Q. Okay. And then on the east side you
10
    capacity appears deficient; exceeds filter loading
                                                          10 just say you don't know.
    rate of 400 gallons per minute. Do you see that?
                                                                      A. That's not exactly what we said. We
                                                          11
            A. I do.
12
                                                              said that there appears to be unique users that we
13
            Q.
                 Explain what that means.
                                                          13
                                                             would need to complete additional modeling to draw
14
                 So at the smaller time frame there
            A.
                                                             that conclusion. Or somebody would need to do
15 wasn't enough capacity. At the Targer time frame you
                                                             further modeling.
16 would have enough hydraulic water, but it was stated
                                                                      Q. Is that the modeling that you've talked
17 in the DGR report that that exceeds the design
                                                          17
                                                             about before?
    standard because of manganese breakthrough.
                                                          18
                                                                      A. Yes.
19
            Q. And as I understand it, you've noted
                                                          19
                                                                      Q. I'm just reading it, and it says,
20 this in your report, manganese breakthrough is a
                                                             "Acceptability of capacity is unknown." That's your
                                                          20
21 cosmetic issue, it's not a safe drinking water issue.
                                                         21
                                                             opinion.
            A. Correct.
22
                                                                      A. Because we weren't asked to replicate
23
           Q.
                 Do you know of any facts to suggest
                                                          23 the modeling, we were asked to interpret the adequacy
24 that because of this shortcoming that you've
                                                             of the modeling, we felt the modeling on the west
25 identified that Sioux has not been able to serve any
                                                          25 side was adequate and drew conclusions that we
                                                                                                              51
```

of its customers?	1	thought made sense. In this case, because the user		
A. I do not.	2	base was sufficiently different than what the typical		
Q. Were you ever asked to determine	3	domestic customers are, we felt it would warrant		
whether Sioux couldn't serve its current customers	4	putting real user data in there in order to draw that		
based upon these deficiencies?	5	conclusion.		
A. These deficiencies meaning the	6	Q. Have you done that?		
treatment plant? Or the entire analysis.	7	A. As I pointed out earlier, we weren't		
Q. The entire analysis where you say	8	asked to actually replicate the modeling so somebody		
capacity appears deficient.		would have to do that work.		
MR. HIEB: Object to the form of the	10	Q. Fair enough. But		
question. I believe it's vague. I don't know what	11	A. But no.		
you mean by unable to serve their customers. That		Q. Getting at a simple point is, at this		
was the analysis we asked them to perform. Are you		point whether the capacity is acceptable or not is		
		unknown according to your opinion.		
had bad water or not enough water?	15	A. Yes,		
Q. Did you understand the question?	16	Q. And did anyone tell you not to take		
A. I didn't.	17	into account the improvements made on the west side		
Q. Okay. Do you have any facts that	18	in coming to your analysis?		
suggest that because of these deficiencies Sioux's	19	A. No.		
customers didn't get water?	20	Q. Is part of your opinion here in Table 7		
A. I don't.	21	including a requirement that Sioux provide fire flow		
Q. Finished water storage capacity appears	22	to both of those both the west side and the east		
adequate.	23	side?		
MR. HIEB: That's a question?	24	A. Are we suggesting that that's		
A. A question?	25	mandatory? Is that your question?		
50		52		
	A. I do not. Q. Were you ever asked to determine whether Sioux couldn't serve its current customers based upon these deficiencies? A. These deficiencies meaning the treatment plant? Or the entire analysis. Q. The entire analysis where you say capacity appears deficient. MR. HIEB: Object to the form of the question. I believe it's vague. I don't know what you mean by unable to serve their customers. That was the analysis we asked them to perform. Are you talking about whether a customer complained that they had bad water or not enough water? Q. Did you understand the question? A. I didn't. Q. Okay. Do you have any facts that suggest that because of these deficiencies Sioux's customers didn't get water? A. I don't. Q. Finished water storage capacity appears adequate. MR. HIEB: That's a question?	A. I do not. Q. Were you ever asked to determine whether Sioux couldn't serve its current customers based upon these deficiencies? A. These deficiencies meaning the treatment plant? Or the entire analysis. Q. The entire analysis where you say capacity appears deficient. MR. HIEB: Object to the form of the question. I believe it's vague. I don't know what you mean by unable to serve their customers. That was the analysis we asked them to perform. Are you talking about whether a customer complained that they had bad water or not enough water? Q. Did you understand the question? A. I didn't. Q. Okay. Do you have any facts that suggest that because of these deficiencies sioux's customers didn't get water? A. I don't. Q. Finished water storage capacity appears adequate. MR. HIEB: That's a question? 24 A. A question?		

```
1
                 MR. COLE: No. Could you read the
                                                            1
                                                                           I don't recall the specifics. It was
                                                                       A.
    question back, please?
                                                               84 pages.
                  MR. HIEB: Well, he just told you he
                                                                       Q. You're aware generally, aren't you,
                                                            3
                                                            4 that Darin Schriever had given the opinion that with
 4
    didn't understand the question so what would reading
 5
    it back be?
                                                              these improvements Sioux can serve a number of new
 6
                  MR. COLE: Go ahead and read it back,
                                                               customers on the west side.
 7
    please.
                                                            7
                                                                       A. And we just didn't do the analysis with
 8
                 THE COURT REPORTER: "Is part of your
                                                            8
                                                               that information in hand.
 9
    opinion here in Table 7 including a requirement that
                                                                       Q. So you don't know one way or the other
    Sioux provide fire flow to both of those -- both the
                                                              whether you can agree or disagree with that then.
                                                           10
    west side and the east side?"
11
                                                           11
                                                                            Right.
12
             A. We weren't responsible for determining
                                                           12
                                                                        Q. And on the east side, if you take out
13
    the requirements.
                                                           13 the fire flow requirement and you just look at, you
14
             Q. (Mr. Cole continuing) I guess what I'm
                                                           14 know, domestic demands, you don't know whether or not
   asking is, and I'll concede maybe the question wasn't
15
                                                           15 Sioux has the capacity to serve those particular
16
    clear, but in coming to your opinion as stated in
                                                           16
                                                               customers identified.
17
    Table 7, was fire flow and the ability to provide
                                                           17
                                                                       A. Right.
18 fire flow part of the analysis?
                                                           18
                                                                       Q. But would you agree with me, then, that
19
             A. Part of our analysis?
                                                           19 some of those customers who have lower demands, as
20
             Q.
                Yes.
                                                           20
                                                               set forth in your report, Sioux could certainly serve
21
             A.
                                                           21
                                                               those folks, couldn't they?
22
             0.
                In terms of the capacity to serve, was
                                                                       A. We weren't asked to look at users on an
                                                           22
    fire flow part of your analysis?
                                                           23 individual basis. We were asked to look at them
24
             A. It was done independently from both a
                                                           24 collectively. And so until we knew what the impact
25
    domestic perspective and a fire flow perspective.
                                                           25 of the larger ones would be, you have to be able to
```

```
2 analyzed. What really warranted that in our opinion
 3 is that when we dug into the service size of those 13
    customers, some of those service lines are greater
 5 than the biggest pipe that Sioux Rural Water has in
 6 that vicinity. And so if service lead is bigger then
7
    the entire transmission system, it created technical
    questions on our part on how -- what did that user
    really need if they had that big a pipe service lead
    going into their building.
10
11
             Q. If you take fire flow out of your
    analysis on the west side, do you agree with me that
12
   with the improvements Sioux has the capacity to
14 serve?
15
             A. We were never given any information
    on -- if you read all the reports, there's nowhere is
17
    it stated what the impacts are going to be of the
18
    improvements.
19
             Q. Did you read Darin Schriever's
20
    deposition?
21
22
                 Do you recall in his deposition that he
23 talked about additional customers that could be
24 served on the west side after the improvements were
25 made?
                                                      54
```

1 And so, yes, that was one element of what we

```
1 serve the branch, not just an individual customer.
             Q. Well, let's look at page 9, Table 4.
 2
 3 And let's just go through these. Taking fire flow
 4 out of the equation. Based on the infrastructure
 5 that Sioux has, Sioux could serve Big Shot Fireworks,
   couldn't it?
 7
             A. We didn't know when we did the report,
 8 and I'm not going to be able to know as we answer the
 9 questions until we were able to assess that in
10 totality. That customer is less than the assumption
11 they use in the modeling effort, and so provided all
12 of the customers also did that, then I think that
13 particular customer could be served.
             Q. Okay. And let's just go to Dakota
14
15 Automation. That one's below the usage amount too,
16 isn't it?
17
             A. 2013 they used 35,000 gallons; right?
18
             Q. You're right. They might have a well
19
   there. I don't know what they've got.
20
             A. I would hope they wouldn't run their
21
    well through the meter in Watertown. That would get
22
   really pricey.
23
             Q. I don't know what they're doing, but
24
   something changed from 35,000 to --
25
            A. Right. And I'm not being
```

```
1 argumentative. It's just that would be a suspect -
                                                           1
                                                                       Q. You could go one by one.
 2
             Q. You made your point. You're right
                                                                       A. Within the model I guess you could take
                                                           2
 3 about that. I missed it. Fed Ex, though, is within
                                                           3 the model and then you could look to add one user at
 4
    that range, isn't it?
                                                               a time incrementally and remodel it. That would be
 5
           A. Similar to my answer for Big Shot
                                                           5
                                                             technically possible.
 6
    Fireworks, yes.
                                                           6
                                                                       Q. In fact, that's what rural water
 7
           Q. So it looks, as we sit here today, like
                                                           7
                                                               systems do, isn't it, they go one by one to decide
 8
   Sioux could serve Fed Ex if you take fire flow out of
                                                               whether or not they can add a particular customer.
 9
                                                                       A. That's not been my experience, Jeff.
10
            A. And if you had the luxury to look at an
                                                          10 They're going to go into an area where they think
11
    isolated customer.
                                                           11 they need to serve, and they usually go into a
12
             Q.
                 Okay. And same question for Randy
                                                           12 sign-up campaign and they look at all the users
13
   Hartley.
                                                           13 they're going to serve and then they try to have the
14
             A. That one's right on the bubble, but...
                                                           14 ability to put the right pipe in the first time.
    A little bit more than - I think 5,500 was the
                                                                       Q. Right. That's when they're doing a
                                                          15
    standard that DGR used.
16
                                                          16
                                                               service expansion. Fair?
17
             Q. But it's within the realm of
                                                          17
                                                                       A.
                                                                           Yes.
    possibility, isn't it?
18
                                                          18
                                                                       Q. But when they have a pipe that's in the
19
             A.
                 As an individual customer.
                                                           19
                                                               ground and they're determining whether or not that
20
             Q.
                 And Lew's Fireworks is also; correct?
                                                          20
                                                              pipe can serve particular customers who want to come
21
             A.
                Yes.
                                                          21
                                                              on, they do a customer by customer analysis, don't
22
             Q.
                And -- oh, I see what they've done
                                                          22
23 here. Okay. So at least for those customers,
                                                          23
                                                                       A. If they came in over time they would
24
    potentially you have to concede that Sioux could
                                                          24 take them in the order they were received.
25 serve them if you take out fire flow.
                                                          25
                                                                       Q. And if that was done in this case, you
                                                      57
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```
A. So -- we're talking about treatment in
                                                            1 agree with me that certain of these customers Sioux
 2 totality, or are we talking about do they fit within
                                                               certainly could have served.
 3 the modeling assumptions that DGR used. Because if
                                                            3
                                                                       A. They would be consistent with the
 4 they fit within the modeling that DGR used, the
                                                            4
                                                              modeling assumptions that DGR used.
    analysis looked at treatment, the analysis looked at
                                                            5
                                                                       Q. I'm going -- I'm jumping around here
6 all aspects of those things, those customers do fit
                                                            6 because I'm just about done believe it or not. I
7
    within the modeling assumptions that DGR used.
                                                            7
                                                               don't know what time it is.
             Q. Are you finding fault or do you find
                                                            8
                                                                       A. I'm good.
9
    fault with any of the modeling assumptions that DGR
                                                           9
                                                                            MR. HIEB: It's 3:00. You're doing
10
                                                           10
                                                              fine.
11
            A. We feel that for the east side, given
                                                          11
                                                                        Q. In your website you talk about a
12
    these water use dynamics and given those service
                                                          12 realistic design approach for rural waters. What
13
    leads, that they should have looked at special class
                                                          13 does that mean?
    customers for these larger users when they did the
14
                                                          14
                                                                       A. I'm not sure.
                                                                       Q. I'll just show you the -- I'm not going
15
                                                          15
16
             Q. Fair enough. But the ones now we've
                                                              to mark it as an exhibit. It's your website.
                                                          16
17
    got some information on; true? The ones we've talked
                                                          17
                                                                       A. The website is done by the marketing
    about you've got some information on.
18
                                                              department, and I'm not exactly sure what they
                                                          18
19
            A. For better or worse, we would
                                                          19
                                                              intended by that.
20
    have -- we would look at it in totality of serving
                                                          20
                                                                            MR. HIEB: Want me to get your website
21 that branch. We didn't -- we weren't thinking of it
                                                          21
                                                              out, Jeff?
    as a discrete customer.
                                                          22
                                                                            MR. COLE: Let's go off the record here
                You didn't do it one by one, you went
23
            Q.
                                                          23 a minute.
24
    as a whole.
                                                          24
                                                                             (Off the record.)
25
                                                          25
                                                                             MR. HIEB: Back on the record.
            A.
                 Right.
                                                      58
                                                                                                                60
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